

1. A method for handling a call to a call center, the method comprising:
- receiving an initial signal for the call into a call processing system;
 - processing the initial signal to generate a service control point (SCP) query for an SCP;
 - 5 transmitting the SCP query from the call processing system for the SCP;
 - receiving the SCP query into the SCP;
 - processing the SCP query in the SCP to select the call center resource processor;
 - transmitting an address query from the SCP for the call center resource processor;
 - receiving an address response into the SCP from the call center resource processor
 - 10 wherein the address response indicates a call center resource for the call;
 - transmitting an SCP response from the SCP for the call processing system
 - wherein the SCP response indicates the call center resource for the call;
 - receiving the SCP response into the call processing system;
 - processing the SCP response in the call processing system to generate a route
 - 15 instruction to cause a network element system to route the call to a call center resource in
 - call packets indicating the call center resource; and
 - transmitting the route instruction from the call processing system for the network
 - element system.
- 20 2. The method of claim 1 wherein the address response includes service data for the call center resource, the method further comprising:
- processing the SCP response in the call processing system to generate a data
 - instruction to cause the network element system to route the service data to the call center
 - resource in data packets indicating the call center resource;
 - 25 transmitting the data instruction from the call processing system for the network
 - element system; and
 - transmitting the service data from the call processing system for the network
 - element system.
- 30 3. The method of claim 2 wherein the service data is customer profile information.
4. The method of claim 2 wherein the service data is a customer service script.

5. The method of claim 2 wherein the service data is screen pop information.

6. The method of claim 2 wherein the service data is a web page.

5

7. The method of claim 1 wherein the call center resources is indicated by a hardware address of a communications device used to initially answer the call at the call center resource.

10 8. The method of claim 7 wherein the call center resources is indicated by a port identifier.

9. The method of claim 7 wherein the call center resources is indicated by a MAC-layer address.

15

10. The method of claim 7 wherein the call center resources is indicated by an ATM address.

11. The method of claim 1 further comprising:

20 receiving a release signal for the call into the call processing system;
 processing the release signal for the call in the call processing system to generate call information for the call; and

 transmitting the call information for the call from the call processing system for a call center.

25

12. The method of claim 11 wherein the call information is a caller number.

13. The method of claim 11 wherein the call information is a dialed number.

30 14. The method of claim 11 wherein the call information is an address for the call center resource.

15. The method of claim 11 wherein the call information is a time of the call.

16. The method of claim 11 wherein the call information is a call duration.

5 17. The method of claim 11 wherein the call information is a system usage time.

18. The method of claim 11 wherein the call information is a number of resources used.

19. The method of claim 11 wherein the call information is an origin of the call.

10

20. The method of claim 11 wherein the call information is an identification of the call center receiving the call.

21. The method of claim 11 wherein the call information is an availability of an agent.

15

22. The method of claim 11 wherein the call information is a talk time of the call.

23. The method of claim 11 wherein the call information is a queue time of the call.

20 24. The method of claim 11 wherein the call information is an abandon rate.

25. The method of claim 11 wherein the call information is a number of retries.

26. The method of claim 11 wherein the call information is a busy rate.

25

27. The method of claim 11 wherein the call information is a time the call is in a voice response unit.

28. The method of claim 11 wherein the call information is a wrap-up time.

30

29. The method of claim 1 wherein processing the SCP query in the SCP to select the call center resource processor is based on a called number.

30. The method of claim 1 wherein processing the SCP query in the SCP to select the call center resource processor is based on a caller number.

5 31. The method of claim 1 wherein processing the SCP query in the SCP to select the call center resource processor is based on caller entered digits.

32. A communications software product comprising: /

10 call processing software operational when executed by a processor to direct the processor to receive an initial signal for the call, process the initial signal to generate a service control point (SCP) query for an SCP, transmit the SCP query for the SCP, receive an SCP response, process the SCP response to generate a route instruction to cause a network element system to route the call to a call center resource in call packets indicating the call center resource for the call, and transmit the route instruction for the
15 network element system;

a software storage medium operational to store the call processing software;
service control point software operational when executed by a processor to direct the processor to receive the SCP query, process the SCP query to select the call center resource processor, transmit an address query for the call center resource processor,
20 receive an address response from the call center resource processor wherein the address response indicates the call center resource for the call, and transmit the SCP response for the call processing system wherein the SCP response indicates the call center resource for the call; and

a software storage medium operational to store the service control point software.

33. The communications software product of claim 32 wherein the address response includes service data for the call center resource and the call processing software is further operational when executed by the processor to direct the processor to:

- 5 process the SCP response to generate a data instruction to cause the network element system to route the service data to the call center resource in data packets containing the absolute address;
- transmit the data instruction for the network element system; and
- transmit the service data for the network element system.

10

34. The communications software product of claim 33 wherein the service data is customer profile information.

35. The communications software product of claim 33 wherein the service data is a
15 customer service script.

36. The communications software product of claim 33 wherein the service data is screen pop information.

20 37. The communications software product of claim 33 wherein the service data is a web page.

38. The communications software product of claim 32 wherein the call center resource is indicated by a hardware address of a communications device used to initially answer the
25 call at the call center resource.

39. The communications software product of claim 38 wherein the call center resource is indicated by a port identifier.

30 40. The communications software product of claim 38 wherein the call center resource is indicated by a MAC-layer address.

41. The communications software product of claim 38 wherein the call center resource is indicated by an ATM address.

42. The communications software product of claim 32 wherein the call processing
5 software is further operational when executed by the processor to direct the processor to:
 receive a release signal for the call;
 process the release signal for the call to generate call information for the call; and
 transmit the call information for the call for a call center.

10 43. The communications software product of claim 42 wherein the call information is a caller number.

44. The communications software product of claim 42 wherein the call information is a dialed number.

15 45. The communications software product of claim 42 wherein the call information is an address for the call center resource.

20 46. The communications software product of claim 42 wherein the call information is a time of the call.

47. The communications software product of claim 42 wherein the call information is a call duration.

25 48. The communications software product of claim 42 wherein the call information is a system usage time.

49. The communications software product of claim 42 wherein the call information is a number of resources used.

30 50. The communications software product of claim 42 wherein the call information is an origin of the call.

51. The communications software product of claim 42 wherein the call information is an identification of the call center receiving the call.

5 52. The communications software product of claim 42 wherein the call information is an availability of an agent.

53. The communications software product of claim 42 wherein the call information is a talk time of the call.

10

54. The communications software product of claim 42 wherein the call information is a queue time of the call.

15

55. The communications software product of claim 42 wherein the call information is an abandon rate.

56. The communications software product of claim 42 wherein the call information is a number of retries.

20

57. The communications software product of claim 42 wherein the call information is a busy rate.

58. The communications software product of claim 42 wherein the call information is a time the call is in a voice response unit.

25

59. The communications software product of claim 42 wherein the call information is a wrap-up time.

30

60. The communications software product of claim 32 wherein the service control point software operational when executed by the processor to direct the processor to process the SCP query to select the call center resource processor is based on a called number.

61. The communications software product of claim 32 wherein the service control point software operational when executed by the processor to direct the processor to process the SCP query to select the call center resource processor is based on a caller number.

5 62. The communications software product of claim 32 wherein the service control point software operational when executed by the processor to direct the processor to process the SCP query to select the call center resource processor is based on caller entered digits.

63. A communication system for handling a call to a call center comprising:

10 a call processing system configured to receive an initial signal for the call, process the initial signal to generate an SCP query for an SCP, transmit the SCP query for the SCP, receive an SCP response, process the SCP response to generate a route instruction to cause a network element system to route the call to a call center resource in call packets indicating the call center resource, and transmit the route instruction for the
15 network element system;

the SCP connected to the call processing system and configured to receive the SCP query, process the SCP query to select the call center resource processor, transmit the address query for the call center resource processor, receive the address response from the call center resource processor wherein the address response indicates the call center
20 resource for the call, transmit the SCP response for the call processing system wherein the SCP response indicates the call center resource for the call.

64. The communication system of claim 63 wherein the address response includes service data for the call center resource and the communication system comprising:

25 the call processing system further configured to process the SCP response to generate a data instruction to cause the network element system to route the service data to the call center resource in data packets indicating the call center resource, receive and transfer the data instruction to the network element system and receive and transfer the service data to the network element system.

30

65. The communication system of claim 64 wherein the service data is customer profile information.

66. The communication system of claim 64 wherein the service data is a customer service script.

5 67. The communication system of claim 64 wherein the service data is screen pop information.

68. The communication system of claim 64 wherein the service data is a web page.

10 69. The communication system of claim 63 wherein the call center resource is indicated by a hardware address of a communications device used to initially answer the call at the call center resource.

15 70. The communication system of claim 69 wherein the call center resource is indicated by a port identifier.

71. The communication system of claim 69 wherein the call center resource is indicated by a MAC-layer address.

20 72. The communication system of claim 69 wherein the call center resource is indicated by an ATM address.

73. The communication system of claim 63 comprising:

25 the call processing system further configured to receive the release signal for the call, process a release signal for the call to generate call information for the call, and receive and transfer the call information for the call to the call center.

74. The communication system of claim 73 wherein the call information is a caller number.

30

75. The communication system of claim 73 wherein the call information is a dialed number.

76. The communication system of claim 73 wherein the call information is an address for the call center resource.

5 77. The communication system of claim 73 wherein the call information is a time of the call.

78. The communication system of claim 73 wherein the call information is a call duration.

10

79. The communication system of claim 73 wherein the call information is a system usage time.

15

80. The communication system of claim 73 wherein the call information is a number of resources used.

81. The communication system of claim 73 wherein the call information is an origin of the call.

20

82. The communication system of claim 73 wherein the call information is an identification of the call center receiving the call.

83. The communication system of claim 73 wherein the call information is an availability of an agent.

25

84. The communication system of claim 73 wherein the call information is a talk time of the call.

30

85. The communication system of claim 73 wherein the call information is a queue time of the call.

86. The communication system of claim 73 wherein the call information is an abandon rate.

87. The communication system of claim 73 wherein the call information is a number of
5 retries.

88. The communication system of claim 73 wherein the call information is a busy rate.

89. The communication system of claim 73 wherein the call information is a time the call
10 is in a voice response unit.

90. The communication system of claim 73 wherein the call information is a wrap-up time.

15 91. The communication system of claim 63 wherein the processing system configured to process the initial signal to select the call center resource processor is based on a called number.

92. The communication system of claim 63 wherein the SCP processor configured to
20 process the SCP query to select the call center resource processor is based on a caller number.

93. The communication system of claim 63 wherein the processing system configured to process the initial signal to select the call center resource processor is based on caller
25 entered digits.